

PERSPAY RESERVE CENTER OF EXCELLENCE (RCOE)



Guidelines to CPPAs

31 May 2023

Hosted by Transaction Service Center Norfolk

UNCLASSIFIED





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References:

- OPS ALERT 004-22, Transaction Routing Instructions
- OPS ALERT 010-21, Submission of Mobilization/Definite Recall/Active Duty for Operational Support (ADOS) Packages for Strength Gain
- OPS ALERT 003-21, Submission of Demobilization Packages for Separation
- OPS ALERT 058-20, Clarification for the DD214 Issuance for RELACDU for ADT, FTS, or ADSW
- OPS ALERT 016-21, Mandatory of AT/ADT eMuster Module in NSIPS for Reservists on AT/ADT Orders
- CNRFC Process Quick: [ProcessQuik - Home \(navy.mil\)](#)
- Reserve Personnel Manual: [> Resources > Official RESFOR Guidance > RESPERSMAN \(navy.mil\)](#)
- BUPERSINST 1900.8E, Certificate of Release or Discharge from Active Duty
- OPNAVINST 1001.20D, Standardized Policy and Procedures for the Active Duty for Operational Support Programs
- MILPERSMAN 7220-340, Lump-Sum Payment for Accrued Leave
- MILPERSMAN 1050-272, Post-Deployment/Mobilization Respite Absence for Mobilized Reserve Component Personnel



RCOE Area of Responsibility

- Effective 1 June 2022, the Reserve Center of Excellence, hosted by Transaction Service Center (TSC) Norfolk, processes all transactions as listed below:
 - Selected Reserve (SELRES) activations, to include: Mobilizations, Active Duty for Operational Support (ADOS)/Active Duty for Special Work (ADSW), and Definite RECALL/Canvasser Recruiting (CANREC), to include:
 - ☐ Strength gain into active Navy pay and personnel systems
 - ☐ Establish EAOS in accordance with the duration of the orders
 - ☐ Establishment direct deposit
 - ☐ Start of initial pay entitlements
 - ☐ Reserve Component (RC) to Active Component (AC) leave carry-over
 - ☐ Activity loss from Navy Mobilization Processing Site (NMPS) or Expeditionary Combat Readiness Command (ECRC)
 - SELRES deactivations (temporary ACDU to SELRES), to include: Demobilization, ADOS/ADSW, Definite RECALL/CANREC, and SELRES members being placed in TDRL/PDRL while executing these orders, to include:
 - ☐ Activity gain to the NMPS or ECRC, if required
 - ☐ Issuance of DD214s for members on continuous Active Duty (AD) greater than 90 days, or activated in support of a contingency operation
 - ☐ Active pay account will be suspended
 - ☐ **EAOS** will be extended to meet separation date; however, if the member requires a **reenlistment** due expiring **EREN**, then a separate transaction will be submitted to TSC Naples
 - ☐ Terminal leave will be processed (charge, pay, or carry-over to reserve pay account)
 - ☐ Strength loss to transition member back to a SELRES status



RCOE Area of Responsibility (Cont.)

- Selected Reserve to Indefinite Recall (RC2AC) Strength Gain:
 - ☐ Strength gain into active Navy pay and personnel systems
 - ☐ Establishment direct deposit and initiate pay entitlements
 - ☐ Reserve Component (RC) to Active Component (AC) leave carry-over
- Annual Training (AT) and Active Duty for Training (ADT) pay and allowances processing, to include:
 - ☐ CONUS/OCONUS AT and ADT Orders
 - ☐ Pay Entitlements and Allowances
 - ☐ Special/Incentive Pay
 - ☐ Leave Processing (charge, correct, sell, or carry-over to reserve account)
 - ☐ Issuance of DD 214 for orders greater than 90 consecutive days, or in support of a contingency operation
- Post Active-Duty Separation Services:
 - ☐ Processing of separation pay and entitlements
 - ☐ Terminal leave adjudication
 - ☐ DD 214 corrections
 - ☐ Issuance of DD 214s for old active duty periods
 - ☐ National Call to Service (NAT) Separations (Effective 1 April 2023)



RCOE Will NOT Process:

- Reserve Travel Claims
 - TPC Memphis
- Activity Gains/Losses to intermediate or ultimate commands
 - TSC Pensacola, San Diego, or Yokosuka
- Special pay or entitlements not associated with the member's strength gain, such as FSA, Sea Duty pay, TLA, etc.
 - Supporting TSC
 - Only exception are members on AT/ADT orders
- Contract Reenlistments and Extensions
 - TSC Naples
 - With the exception of RC2AC/TAR Reenlistment and Extension
- Electronic Service Record (ESR) updates, such as award/training/PQS entries, RED/DA updates, advancements/demotions, etc.
 - MNCC Human Resources Service Center (HRSC) or Navy Reserve Center (NRC)

HOW TO PROCESS ANNUAL TRAINING (AT) & ACTIVE DUTY FOR TRAINING (ADT)





AT/ADT PAY AND ALLOWANCES TRANSACTION SUBMISSION

- Submit via PersPay eCRM **ONLY** if unable to process via NSIPS.
- For AT/ADT orders that are 30 days or less, use the following naming convention:
 - ☐ LAST, FIRST SHORT TOUR
- For AT/ADT orders that are 31 days or more, use the following naming convention:
 - ☐ LAST, FIRST LONG TOUR
- For other transactions associated with AT/ADT (i.e., BAH, Audit, OHA,CZTE, CSP), use the following format for the naming convention:
 - ☐ LAST, FIRST TYPE OF REQUEST
- Use the following case details in PersPay eCRM:
 - ☐ Request Type: Reserves
 - ☐ Problem Code: AT_ADT (Pay and Allowances)
 - ☐ Section Category: AT/ADT
 - ☐ PersPay eCRM Queue: PP RESERVE SERVICES
- Attach NPPSC Form 1571/1 and include required KSDs per the checklist

EXAMPLE AT/ADT PAY AND ALLOWANCES PERSPAY eCRM SUBMISSION

New Case: PersPay Case

Description

Internal Comments

Case Status Comment

* Subject

SAILOR ADT

* Description

PO2 Sailor M requires processing of pay and allowances for ADT orders. Unable to muster via NSIPS due to recent CPPA turnover and pending NSIPS access. Please see attached documents IAW NPPSC Form 1571/1

Case Information

Case Number

* Request Type

Reserves

[View all dependencies](#)

Case Origin

--None--

* Problem Code

AT_ADT (Pay and Allowances)

[View all dependencies](#)

Priority

Medium

* Status

Initiated

Needed By

* Section Category

AT/ADT

* Routed PSD

TSC NORFOLK

Suppress CPPA Notifications

☐

Cancel

Save & New

Save



AT/ADT LEAVE TRANSACTION SUBMISSION

- Submit via PersPay eCRM
- Use the naming conventions for the following cases:
 - ☐ Leave Requests: LAST FIRST ADT LEAVE CHIT, or
 - ☐ Leave Carry over from Reserve to Reserve: LAST FIRST ADT LCO RC TO RC, or
 - ☐ Leave Carry over from Reserve to Active Duty: LAST FIRST ADT LCO RC TO AC, or
 - ☐ Leave Sell-Back: LAST FIRST ADT LSL
- Use the following case details in PersPay eCRM:
 - ☐ Request Type: Reserves
 - ☐ Problem Code: AT_ADT (Pay and Allowances)
 - ☐ Section Category: AT/ADT
 - ☐ PersPay eCRM Queue: PP RESERVE SERVICES
- Include the following KSDs:
 - ☐ Endorsed orders, and
 - ☐ For leave charge: [SECNAV form 7000/8T, Leave Request/Authorization](#)
 - ☐ For leave carry-over: NAVPERS 1070/613, Administrative Remarks (see MILPERSMAN 7220-340)
 - ☐ For leave sell-back: NAVPERS 1070/613, Administrative Remarks

EXAMPLE AT/ADT LEAVE TRANSACTION PERSPAY eCRM SUBMISSION

New Case: PersPay Case

Description

Internal Comments

Case Status Comment

* Subject

LSL

* Description

LT [REDACTED] has not been paid for leave earned for ADT orders from 1 January 2022 to 20 September 2022, please see attached orders and leave sell back election Pg 13.

Case Information

Case Number

* Request Type

Reserves

[View all dependencies](#)

Case Origin

--None--

* Problem Code

Reserve Leave

[View all dependencies](#)

Priority

Medium

* Status

Initiated

Needed By

* Section Category

AT/ADT

* Routed PSD

TSC NORFOLK

Suppress CPPA Notifications

☐

Cancel

Save & New

Save



AT/ADT DD-214 ISSUANCE TRANSACTION SUBMISSION

- Submit via PersPay eCRM.
- Use the following naming convention:
 - ☐ LAST FIRST ADT DD-214
- Use the following case details in PersPay eCRM:
 - ☐ Section Category: AT/ADT
 - ☐ Request Type: Reserves
 - ☐ Problem Code: Demobilization
 - ☐ eCRM Queue: PP RESERVE SERVICES
- Include the following KSDs:
 - ☐ Endorsed orders
 - ☐ Leave election document
 - For leave charge: [SECNAV form 7000/8T, Leave Request/Authorization](#)
 - For leave carry-over: NAVPERS 1070/613, Administrative Remarks (see MILPERSMAN 7220-340)
 - For leave sell-back: NAVPERS 1070/613, Administrative Remarks
 - ☐ Annual Statement of Service History (ASOSH)
 - ☐ NPPSC 1900/1, Separations Questionnaire (blocks 1-6, 14-17, Official Awards, and signatures required only)
 - ☐ All prior DD-214s

EXAMPLE AT/ADT DD 214 TRANSACTION PERSPAY eCRM SUBMISSION

New Case: PersPay Case

Description

Internal Comments

Case Status Comment

* Subject

ADT DD 214

* Description

PO1 [redacted] is on ADT orders greater than 90 consecutive days, and requires a DD214. Attached are the supporting documents IAW OPS Alert 003-21

Case Information

Case Number

* Request Type

Reserves

[View all dependencies](#)

Case Origin

--None--

* Problem Code

Demobilization

[View all dependencies](#)

Priority

Medium

* Status

Initiated

Needed By

* Section Category

AT/ADT

* Routed PSD

TSC NORFOLK

Suppress CPPA Notifications

☐

Cancel

Save & New

Save



Common Errors and Issues with AT/ADT

- CPPAs are not checking the comments section on the AT/ADT eMuster dashboard which is located in NSIPS on the in the CPPA Role.
 - RCOE pay clerks leave comments in CPPA action regarding issues with processing the transaction, pay dates, required documents for incentive pays, etc.
- CPPAs are not familiar with the quarterly Military Pay Advisory for DJMS-RC Update which can found at the following link:
 - <https://www.mynavyhr.navy.mil/Support-Services/MyNavy-Career-Center/Pers-Pay-Support/CPPA-Resources/PPIBS-MPAS/>. Reviewing this will empower CPPAs to set expectations for when members can expect payments.
- CPPAs are highly recommended to have access to Reserve and Active MMPA.
- Overlapping drills. NRCs must verify if a member is on orders prior to processing drill pay. RCOE cannot process AT/ADT orders if there is an overlapping drill (Funeral Honors, Additional Training, Points Only, etc.).
- There is no established Reserve pay account (usually new personnel).
 - For resolution, contact Navy Enterprise Service Desk at 1-833-637-3669 or nesd@nesd-mail.onbmc.mil.
- Missing Electronic Funds Transfer (EFT) information on pay account.
 - For resolution, contact NRC or update EFT information in MyPay.
- Submissions do not include endorsed original and/or all order modifications.



AT/ADT Resources

- Military Pay Advisory (MPA)/Pay and Personnel Information Bulletin (PIIB)
 - <https://www.mynavyhr.navy.mil/Support-Services/MyNavy-Career-Center/Pers-Pay-Support/CPPA-Resources/PPIBS-MPAS/>
- OPS Alert
 - <https://www.mynavyhr.navy.mil/Support-Services/MyNavy-Career-Center/Pers-Pay-Support/CPPA-Resources/OPS-Alerts/>
- Navy DJMS Procedures Training Guide (Appendix P)
 - <https://www.milsuite.mil/book/groups/navy-djms-procedures-training-guide>

HOW TO PROCESS RESERVE ACTIVATIONS

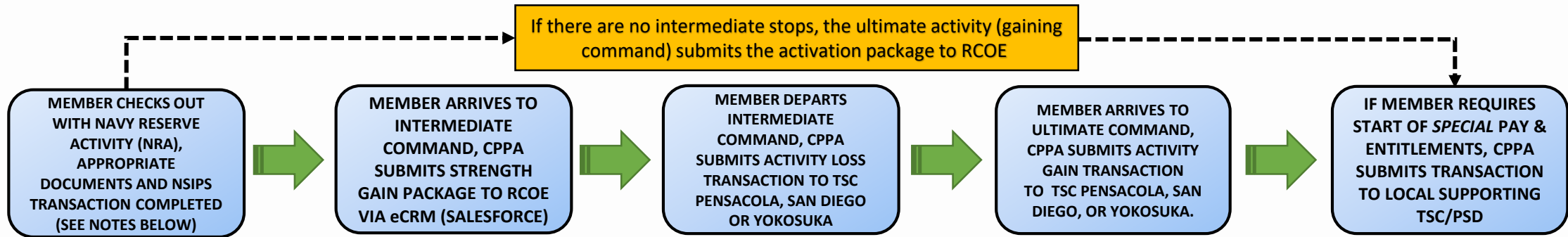
MOBILIZATION

ADOS/ADSW

DEFINITE RECALL/CANREC

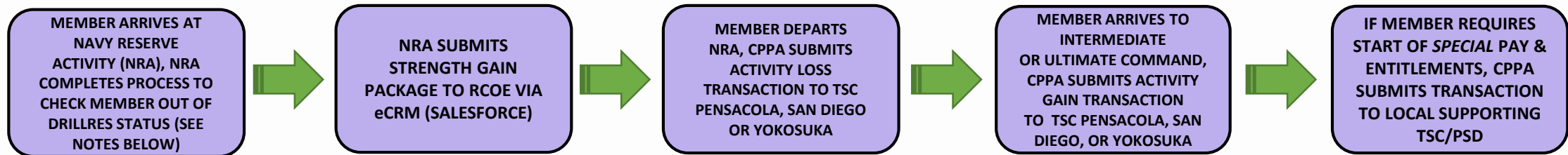


ADOS/ADSW ACTIVATIONS PROCESS



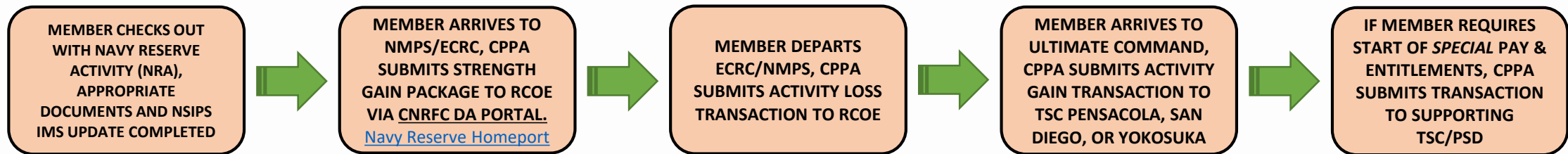
- For Navy Reserve Activity (NRA) guidance on how to check out a member on ADOS, review:
 - OPNAVINST 1001.20D
 - Reach out to your REDCOM for procedural guidance
- Cliff notes:
 - Ensure member is fit for orders (medical, legal, administrative, etc.), utilizing the ADOS Screening Checklist (Enclosure [3] of OPNAVINST 1001.20D)
 - Extend EREN, as needed
 - Process all pending drill pay
 - Create a transfer package IAW RESPERSMAN 1900-010
 - Ensure RED/DA is updated and a hard, official copy is provided to the member
 - Ensure appropriate MAS code (OWS) is assigned in NSIPS
 - Complete a check-out to active duty transaction in NSIPS:
 - Losses > Check-Out > Create > Enter SSN > Action Reason "ADR" > enter Ultimate Duty Assignment UIC > Save, and release by Supervisor
 - **Do NOT complete a strength loss transaction**
 - Duty Status Code (DSC) in NSIPS should change to 211
- For CPPA guidance on how to submit an activation package, review the next slides

DEFINITE RECALL/CANREC ACTIVATIONS PROCESS



- For Navy Reserve Activity (NRA) guidance on how to check out a member on RECALL/CANREC orders, visit:
 - Temporary (RECALL): [ProcessQuik - Home \(navy.mil\)](#).
- ADOS: Review OPNAVINST 1001.20D
- Reach out to your REDCOM for procedural guidance
- Cliff notes:
 - Ensure member is fit for orders (medical, legal, administrative, etc.)
 - Extend EREN, as needed
 - Process all pending drill pay
 - Create a transfer package IAW RESPERSMAN 1900-010
 - Ensure RED/DA is updated and a hard, official copy is provided to the member
 - Ensure appropriate MAS code (VS1) is assigned in NSIPS
 - Complete a check-out to active duty transaction in NSIPS:
 - Losses > Check-Out > Create > Enter SSN > Action Reason "ADR" > enter Ultimate Duty Assignment UIC > Save, and release by Supervisor
 - **Do NOT complete a strength loss transaction**
 - Duty Status Code (DSC) in NSIPS should change to 211
- For CPPA guidance on how to submit a strength gain package, review the next slides

MOBILIZATION ACTIVATIONS GUIDELINES



- For NRA guidance on how to check out a member on Mobilization orders, visit:
 - Process Quick Instructions: [ProcessQuik - Home \(navy.mil\)](#)
 - CNRFC Mobilizations Homepage: [n35 home \(navy.mil\)](#)
 - Reach out to your REDCOM for additional procedural guidance
- Cliff notes:
 - Ensure member is fit for orders (medical, legal, administrative, etc.), utilizing the NAVPERS Form 1300/22 (Expeditionary Screening Checklist) and NAVMED Form 1300/4 (Expeditionary Medical and Dental Screening for IA and Support Assignments to OCO)
 - Extend EREN as needed
 - Process all pending drill pay
 - Create mobilization package IAW COMNAVRESFORINST 3060.7E and OPNAVINST 3060.7C
 - Ensure RED/DA is updated and a hard, official copy is provided to the member
 - Ensure IMS code is changed to RC3 in NSIPS
 - **Do NOT complete a strength loss transaction in NSIPS**
 - Duty Status Code (DSC) in NSIPS should change to 298
- For CPPA guidance on how to submit an activation package, review the next slides



RESERVE STRENGTH GAIN/ ACTIVATION PACKAGE

- OPS Alert 010-21 requires submission of Reserve Strength Gain packages within 4 days of the Sailor reporting for orders. Packages shall consist of:
 - NPPSC Form 3060/1, section I only
 - TSC Norfolk Mobilizations, Definite Recall, Active Duty for Operational Support (ADOS) Questionnaire
 - Copy of original orders and all order modifications, endorsed with the NRA check-out and gaining command/NMPS check-in
 - NAVPERS 1070/602, Dependency Application (revision 09-2016 or newer). Must be endorsed/witnessed, official copy dated within 3 years of orders commencement date
 - DD Form 2058, State of Legal Residence Certificate
 - For SELRES OCONUS Residents: DD Form 2367, Individual Overseas Housing Allowance Report (certified by Housing Office and Certifying Official; all applicable blocks 11 and 12). A copy of the member's lease/mortgage shall accompany
 - For SELRES with prior Leave Carry-Over: NAVPERS 1070/613, Leave Carry-Over

SAMPLE OF PROPERLY FILLED OUT NPPSC 3060/1 WITH REMARKS/INSTRUCTIONS

NPPSC MOBILIZATION/DEMobilIZATION CHECKLIST NPPSC 3060/1 (02-2017)		Supporting Directive NPPSCINST 5213.1
I. INFORMATION FOR MOBILIZATION OF RESERVE SERVICE MEMBER		
1. Name (Last, First, MI):	2. Rank/Rate:	
3. Marital Status:	4. Dependents Zip Code:	
5. Place of Birth (State):	6. Citizenship:	United States
7. Prior Enlisted Service (OTE-ONE only):	8. Eligible for ACIP (Officers only):	
9. Prior Mobilization:	10. Federal, State, or Local Civilian Government Employee:	No
11. Recent ADTAT (see note): Yes		
NOTE: If Yes, verify orders and dates of ADTAT assignment. Recalled Reservist cannot simultaneously be on ADTAT and Recall to Active Duty Orders.		
Do You Currently Have SGLI Coverage?	N/A	Amount of Coverage: N/A
Do You Currently Have FSGLI Coverage?	N/A	Amount of Coverage: N/A
II. PERSUPP DET USE ONLY		
<input type="checkbox"/> Gain:	<input type="checkbox"/> 35:	
<input type="checkbox"/> SGLI:	<input type="checkbox"/> 65:	
<input type="checkbox"/> FSGLI:	<input type="checkbox"/> 40:	
<input type="checkbox"/> PG 2:	<input type="checkbox"/> 6:	
<input type="checkbox"/> EREN:	<input type="checkbox"/> 63:	
<input type="checkbox"/> FK:	<input type="checkbox"/> 4:	
<input type="checkbox"/> FJ:	<input type="checkbox"/> 4:	
<input type="checkbox"/> LH:		
Does the Service Member have the Following:		
SF 1109A-87 Direct Deposit Sign-Up Form	N/A	State of Legal Residence
W4 Employee's Withholding Allowance Certificate	N/A	DD 2560 Advance Pay Certification/Authorization:
Ultimate Duty Station:		Transfer Date:
UIC:		Med Hold Date:
Additional Comments/Notes:		
Strength Gain Required Documents Checklist:		
[x] TSC Norfolk Mobilization Questionnaire		
[x] Copy of Original Orders and all ORDMODS (properly endorsed)		
[x] NAVPERS 1070/602 Dependency Application (hard copy signed verified)		
[x] DD Form 2058 State of Legal Residence Certificate		
[x] NAVPERS 1070/613 Suspension of Pay (SELRES entitled to a pension, military retired pay)		
Additional Documents Checklist		
[] DD Form 2367 Individual Overseas Housing Allowance (OHA) Report (OCONUS Residents only. Certified by Housing Office)		
[] NAVPERS 1070/613 Monetary Compensation for Post-Deployment Mob Respite Absence (State, City, Federal Employees only)		
[] NAVPERS 1070/613 Leave Carryover (carryover leave from previous MOB. AT, ADT over 30days)		
Clerk Name:	Clerk Signature:	
Supervisor Name:	Supervisor Signature:	

Page 1 of 1



SAMPLE OF PROPERLY FILLED OUT QUESTIONNAIRE REMARKS/INSTRUCTIONS

TSC NORFOLK
MOBILIZATION, DEFINITE RECALL, ACTIVE DUTY FOR
OPERATIONAL SUPPORT (ADOS) QUESTIONNAIRE
The following information is required to complete your Strength Gain at TSC Norfolk

Name: [REDACTED]
(Last, First, MI)
SSN: [REDACTED] DODID Number: [REDACTED]
Phone: [REDACTED] Email: [REDACTED]

-CITIZENSHIP INFORMATION-

Place of Birth (State Only) [REDACTED]
If not born in the U.S. what country were you born in? _____
If not born in the U.S. (Choose one): ☐ Naturalized ☐ Non-U.S. Citizen ☐ U.S. Citizen (Derived)

-ADDITIONAL INFORMATION-

3a. Have you ever been mobilized? ☐ Yes ☒ No
3b. If yes, when? (Approximate date) _____ to _____
4. If you are a prior enlisted sailor, are you: (Choose one) ☐ O1-E ☐ O2-E ☐ O3-E
5. Are you entitled to Aviation Incentive Pay (AIVIP)? ☐ Yes ☒ No
6. What date did you leave your home to travel to your **first** official stop (i.e. NOSC (Ready Load Date; RLD), Intermediate Activity, Ultimate Activity)? 16 SEP 2022
7. After your RLD, what mode of transportation was used to travel to your Intermediate Activity (i.e. ECRC) or Ultimate Activity?
☐ POV (Privately Owned Vehicle) ☒ Air ☐ Other (Specify: _____)

I certify the above information is true and correct to the best of my knowledge.

Signature: [REDACTED] Date: 18 Sep 2022

[REDACTED]



SAMPLE OF PROPERLY FILLED OUT NAVPERS 1070/602 WITH REMARKS/INSTRUCTIONS

DEPENDENCY APPLICATION
NAVPERS 1070/602 (Rev. 09-2016) PREVIOUS EDITIONS ARE OBSOLETE Supporting Directive MILPERSMAN 1070-270

PRIVACY ACT STATEMENT
AUTHORITY: 37 USC 403; Public Law 9364.
PRINCIPAL PURPOSES: The information provided on this form will be used to determine the relationship and dependency of an individual on the military member, for entitlement of authorized benefits.
ROUTINE USE: To adjust a Sailor's pay record. Information on this form may be disclosed as generally permitted under 5 U.S.C. Section 552a(b) of the Privacy Act, as amended. It may also be disclosed outside of the Department of Defense to the Internal Revenue Service for tax purposes, and the Department of Veterans Affairs regarding VA compensation. Other Federal, State, or local government agencies, which have identified a need to know, may obtain this information for the purposes identified in the DoD Blanket Routine Uses as published in the Federal Register.
DISCLOSURE: Voluntary, however, failure to provide this information will result in a suspension of the dependent entitlement until the military member provides the required certification.

MEMBER INFORMATION
1. NAME (Last, First, Mi): [REDACTED] 2. SSN: [REDACTED] 3. PAYGRADE: E05 4. BRANCH/CLASS: 32/USNR 5. UIC: [REDACTED]
6. COMPLETE ADDRESS (#, Street, City, State, County, Zip, Country): [REDACTED]
7. MEMBER PREVIOUSLY MARRIED: ☐ YES ☒ NO If "YES", complete the following:
8. PLACE DISSOLVED (City, County, State, Country): 9. DISSOLVED ON (YYYYMMDD): 10. REASON: ☐ Death ☐ Annulment ☐ Divorce

SPOUSE INFORMATION
11. NAME (Last, First, Mi): 12. DATE OF BIRTH (YYYYMMDD): 13. RELATIONSHIP: 14. CITIZENSHIP STATUS OF SPOUSE: 15. CITIZENSHIP COUNTRY (If other than U.S.):
16. DATE MARRIED (YYYYMMDD): 17. PLACE OF MARRIAGE (City, State, Country): 18. DEPENDENT: ☐ YES ☒ NO 19. IS ADDRESS SAME AS MEMBER? ☐ YES ☒ NO
20. COMPLETE ADDRESS (#, Street, City, State, County, Zip, Country):
21. IS SPOUSE A MEMBER OF ANY U.S. ARMED SERVICE? ☐ YES ☒ NO If "YES", complete the following:
22. SPOUSE SSN: 23. PAYGRADE: 24. BRANCH OF SERVICE: 25. DUTY STATION:
26. DUTY AFFILIATION: ☐ ACTIVE ☒ RESERVE 27. SERVICE COMPONENT:
28. SPOUSE PREVIOUSLY MARRIED: ☐ YES ☒ NO If "YES", complete the following:
29. PLACE DISSOLVED (City, County, State, Country): 30. DISSOLVED ON (YYYYMMDD): 31. REASON: ☐ Death ☐ Annulment ☐ Divorce

CHILD AND/OR DEPENDENT INFORMATION
32. NAME (Last, First, Mi): 33. RELATIONSHIP: Son 34. DATE OF BIRTH (YYYYMMDD): 35. DEPENDENT: ☒ YES ☐ NO
36. IS ADDRESS SAME AS SPOUSE? ☐ YES ☒ NO 37. IS ADDRESS SAME AS MEMBER? ☒ YES ☐ NO 38. COMPLETE ADDRESS (#, Street, City, State, County, Zip, Country):
39. ARE YOU PAYING SUPPORT? ☐ YES ☒ NO 40. AMOUNT: 41. PAYMENT METHOD OF SUPPORT:
42. CUSTODIAN/LEGAL GUARDIAN NAME: 43. RELATIONSHIP: 44. DATE OF DEP CERTIFICATION: 45. DATE OF DEP RE-CERTIFICATION:

1. NAME (Last, First, Mi): [REDACTED] 2. SSN: [REDACTED] 3. PAYGRADE: E05 4. BRANCH/CLASS: 32/USNR 5. UIC: [REDACTED]

CERTIFICATION
I ACKNOWLEDGE THAT I HAVE REVIEWED THE NAVPERS 1070/602 DEPENDENCY APPLICATION AND CERTIFY ALL INFORMATION REGARDING THIS APPLICATION IS CORRECT TO THE BEST OF MY KNOWLEDGE AND BELIEF. I WILL IMMEDIATELY UPDATE MY ELECTRONIC SERVICE RECORD AND/OR NOTIFY MY SUPPORTING PERSONNEL OF ANY CHANGE IN THE NUMBER AND/OR STATUS OF MY DEPENDENTS, WHETHER IT BE THE GAIN OF ADDITIONAL DEPENDENT OR THE LOSS OF DEPENDENTS DUE TO DIVORCE, MARRIAGE, DEATH, OR A DEPENDENT'S ADDRESS CHANGE THAT COULD AFFECT THEIR BENEFITS. I UNDERSTAND THAT MAKING A FALSE STATEMENT OR CLAIM AGAINST THE U.S. GOVERNMENT IS PUNISHABLE BY COURTS-MARTIAL. THE PENALTY FOR WILLFULLY MAKING A FALSE CLAIM OR A FALSE STATEMENT IN CONNECTION WITH CLAIMS IS A MAXIMUM FINE OF \$10,000 OR IMPRISONMENT OF 5 YEARS, OR BOTH. I UNDERSTAND THIS SIGNED DOCUMENT WILL BECOME A PART OF MY OFFICIAL MILITARY PERSONNEL FILE.
46. REMARKS: update for mobilization
47. MEMBER SIGNATURE: [REDACTED] 48. DATE (YYYYMMDD): 20220610

VERIFICATION
I HAVE REVIEWED THE DOCUMENTARY EVIDENCE REQUIRED TO ESTABLISH DEPENDENCY OF THE ABOVE NAMED DEPENDENT(S), AND HAVE DETERMINED THAT THE STATEMENTS BY THE MEMBER ARE TRUE AND CORRECT. DOCUMENTS VIEWED: (List all documentary evidence viewed, i.e. Birth Certificate, Birth Certificate, etc.)
49. REMARKS: Effective Date 20190729 Total Number of Dependents 1
50. APPROVED: ☒ YES ☐ NO 51. VERIFYING OFFICIAL SIGNATURE: [REDACTED] 52. DATE (YYYYMMDD): 20220610
53. VERIFYING OFFICIAL NAME (printed or typed): [REDACTED] 54. TITLE: Personnel Supervisor, By Dir C.O.

Submit

SAMPLE OF PROPERLY FILLED OUT DD FORM 2058 WITH REMARKS/INSTRUCTIONS

STATE OF LEGAL RESIDENCE CERTIFICATE		
DATA REQUIRED BY THE PRIVACY ACT OF 1974		
AUTHORITY:	Tax Reform Act of 1976, Public Law 94-455.	
PURPOSE:	Information is required for determining the correct State of legal residence for purposes of withholding State income taxes from military pay.	
ROUTINE USES:	Information herein will be furnished State authorities and to Members of Congress.	
NAME (Last, first, middle initial)		
SOCIAL SECURITY NUMBER (SSN)		
LEGAL RESIDENCE/DOMICILE (City or County and State)		
INSTRUCTIONS FOR CERTIFICATION OF STATE OF LEGAL RESIDENCE		
<p>The purpose of this certificate is to obtain information with respect to your legal residence/domicile for the purpose of determining the State for which income taxes are to be withheld from your "wages" as defined by Section 3401 of the Internal Revenue Code of 1954. PLEASE READ INSTRUCTIONS CAREFULLY BEFORE FILLING IN.</p> <p>The terms "legal residence" and "domicile" are essentially interchangeable. In brief, they are used to denote that place where you have your permanent home and to which, whenever you are absent, you have the intention of returning. The Soldiers' and Sailors' Civil Relief Act protects your military pay from the income tax of the State in which you reside by reason of military orders unless that is also your legal residence/domicile. The Act further provides that a change in your State of legal residence/domicile will occur solely as a result of your being ordered to a new duty station.</p> <p>You should not confuse the State which is your "home of record" with your State of legal residence/domicile. Your "home of record" is used for fixing travel and transportation allowances. Your "home of record" must be changed if it was erroneously or fraudulently recorded initially.</p> <p>Enlisted members may change their "home of record" at the time they sign a new enlistment contract. Officers may not change their "home of record" except to correct an error or break in service. The State which is your "home of record" may be your State of legal residence/domicile only if it meets certain criteria.</p> <p>The formula for changing your State of legal residence/domicile is simply stated as follows: physical presence in the new State with the simultaneous intent of making it your permanent home and abandonment of the old State of legal residence/domicile. In most cases, you must actually reside in the new State at the time you form the intent to make it your permanent home. Such intent must be clearly indicated. You may indicate the new State your permanent home may be indicated by certain actions such as: (1) registering to vote; (2) purchasing residential property or an unimproved residential lot; (3) filing and registering your automobile(s); (4) notifying the State of your previous legal residence/domicile of the change in your State of legal residence/domicile; and (5) preparing a last will and testament which indicates your new State of legal residence/domicile. Finally, you must comply with the applicable tax laws of the State which is your new legal residence/domicile.</p> <p>Generally, unless these steps have been taken, it is doubtful that your State of legal residence/domicile has changed. Failure to resolve any doubts as to your State of legal residence/domicile may adversely impact on certain legal privileges which depend on legal residence/domicile including among others, eligibility for resident tuition rates at State universities, eligibility to vote or be a candidate for public office, and eligibility for various welfare benefits. If you have any doubt with regard to your State of legal residence/domicile, you are advised to see your Legal Assistance Officer (JAG Representative) for advice prior to completing this form.</p>		
I certify that to the best of my knowledge and belief, I have met all the requirements for legal residence/domicile in the State claimed above and that the information provided is correct.		
I understand that the tax authorities of my former State of legal residence/domicile will be notified of this certificate.		
SIGNATURE	CURRENT MAILING ADDRESS (Include ZIP Code)	DATE
		22 JUN 4 2022

DD Form 2058, FEB 77

Adobe Professional 7.0





ADOS/ADSW/RECALL/CANREC Strength Gain Submissions

- Submit via eCRM
- Use the following naming convention:
 - ☐ LAST FIRST ADOS STRENGTH GAIN
 - ☐ LAST FIRST RECALL STRENGTH GAIN, or
LAST FIRST CANREC STRENGTH GAIN
- Use the following data:
 - ☐ Request Type: Reserves
 - ☐ Problem Code: ADOS/ADSW (for ADOS/ADSW orders), or Mobilization (for CANREC or RECALL orders)
 - ☐ Section Category: ADOS/ADSW (for ADOS/ADSW orders), or CANREC (for CANREC or RECALL orders)
 - ☐ eCRM Queue: PP RESERVE SERVICES

SAMPLE ADOS eCRM (SALESFORCE) SUBMISSION

New Case: PersPay Case

Description

Internal Comments

Case Status Comment

* Subject

SAILOR, ADOS STRENGTH GAIN

* Description

Please see attached ADOS strength gain package for PO2 Sailor Smith. Member has checked out with NRC and is DSC 211.

Case Information

Case Number

* Request Type

Reserves

[View all dependencies](#)

Case Origin

--None--

* Problem Code

ADOS/ADSW

[View all dependencies](#)

Priority

Medium

* Status

Initiated

Needed By

* Section Category

ADOS/ADSW

* Routed PSD

TSC NORFOLK

Suppress CPPA Notifications

☐

Cancel

Save & New

Save



SAMPLE RECALL/CANREC eCRM (SALESFORCE) SUBMISSION

New Case: PersPay Case

Description

Internal Comments

Case Status Comment

* Subject

SAILOR, RECALL STRENGTH GAIN

* Description

LT [REDACTED] has reported for RECALL orders and requires a strength gain, Member has checked out with the NRC and is a DSC 211, please see attached strength gain package

Case Information

Case Number

* Request Type

Reserves

[View all dependencies](#)

Case Origin

--None--

* Problem Code

Mobilization

[View all dependencies](#)

Priority

Medium

* Status

Initiated

Needed By

* Section Category

CANREC

* Routed PSD

TSC NORFOLK

Suppress CPPA Notifications

☐

Cancel

Save & New

Save



After you “Initiate” your eCRM transaction, ensure you upload the Strength Gain Package via the Files tab

USE THIS FLOW FOR APPROVAL PROCESS INITIAL SUBMISSIONS

Next

Case SAILOR ADOS STRENGTH GAIN + Follow Edit

Details Feed Activity

▼ Description

Internal Comments

Case Status Comment PO2

Subject SAILOR, ADOS STRENGTH GAIN

Description PO2 has reported for ADOS orders and requires a strength gain. Member has checked out with the NRC and is a DSC 211, please see attached strength gain package

▼ Case Information

Case Owner		Request Type	Reserves
Case Number	01594920	Problem Code	ADOS/ADSW
Case Origin		Status	Initiated
Priority	Medium		
Needed By			
Section Category	ADOS/ADSW		
Routed PSD	TSC NORFOLK		
Suppress CPPA Notifications	<input type="checkbox"/>		
Suppress Sailor Notifications	<input checked="" type="checkbox"/>		
Effective Date	9/10/2022		

Case Comments (0)

Files (1)

TSC NORFOLK RSB ACTIVATIONS PACKAGE
Sep 10, 2022 • 1.3MB • pdf
[View All](#)

Case Team (0)

USE THE APPROVAL HISTORY TILE BELOW TO:

- Assign the case to an individual
- Final Approval
- Final Rejections

BEFORE approving/rejecting the case ensure that you have update the case status appropriately i.e. Closed-Complete (Closed)

In the scenario where you as the CPPA need to send case to different queue, **RECALL** the case and resubmit (using the drop down arrow next to edit) to the designated queue

ALL PERSPAY QUEUES BEGIN WITH "PP"

Approval History (0)

Then, ensure you submit the transaction to the correct queue: PP RESERVE SERVICES

USE THIS FLOW FOR APPROVAL PROCESS INITIAL SUBMISSIONS

Next

Case SAILOR 1234567890 ADOS STRENGTH GAIN

+ Follow Edit

Details Feed Activity

Description

Internal Comments

Case Status Comment PO2

Subject SAILOR, ADOS STRENGTH GAIN

Description PO2 has reported for ADOS orders and requires a strength gain. Member has checked out with the NRC and is a DSC 211, please see attached strength gain package

Case Information

Case Owner	PP RESERVE SERVICES	Request Type	Reserves
Case Number	01594920	Problem Code	ADOS/ADSW
Case Origin		Status	Submitted
Priority	Medium		
Needed By			
Section Category	ADOS/ADSW		
Routed PSD	TSC NORFOLK		
Suppress CPPA Notifications	<input type="checkbox"/>		
Suppress Sailor Notifications	<input checked="" type="checkbox"/>		
Effective Date	9/10/2022		

Related Users

Supervisor

Member Role: PSD
Case Access: Read/Write
Visible In Custom...

Member Role: PSD
Case Access: Read/Write
Visible In Custom...

View All

USE THE APPROVAL HISTORY TILE BELOW TO:

- Assign the case to an individual
- Final Approval
- Final Rejections

BEFORE approving/rejecting the case ensure that you have update the case status appropriately i.e. Closed-Complete (Closed)

In the scenario where you as the CPPA need to send case to different queue, **RECALL** the case and resubmit (using the drop down arrow next to edit) to the designated queue

ALL PERSPAY QUEUES BEGIN WITH "PP"

Approval History (2)

Case Approval

Date: 9/10/2022 5:39 PM
Status: Pending
Assigned To: PP RESERVE SERVICES
Actual Approver: PP RESERVE SERVICES
Comments:

Approval Request Submitted

Date: 9/10/2022 5:39 PM
Status: Submitted
Assigned To:
Actual Approver:
Comments:

View All



MOBILIZATION STRENGTH GAIN SUBMISSIONS

- The PRIMARY mean to submit a Strength Gain package for a Sailor on mobilization orders is the CNRFC Distributed Activations Portal. Contact your REDCOM, WING, or appropriate Echelon IV command for instructions on how to obtain access
- When eCRM must be used, due to access limitations and prior authorization from RCOE, follow the instructions below:
- Use the following naming convention:
 - ☐ LAST FIRST MOBILIZATION STRENGTH GAIN
- Use the following data:
 - ☐ Request Type: Reserves
 - ☐ Problem Code: Mobilization
 - ☐ Section Category: MOB/DEMOB
 - ☐ eCRM Queue: PP RESERVE SERVICES

SAMPLE MOBILIZATION eCRM (SALESFORCE) SUBMISSION

New Case: PersPay Case

Description

Internal Comments

Case Status Comment

* Subject

SAILOR, MOB STRENGTH GAIN

* Description

CDR [REDACTED] has reported for Mobilization orders and requires a strength gain. Member has checked out with the NRC and is a DSC 198, please see attached strength gain package. CNRFC Distributed Activations Portal could not be utilized, and prior approval from RCOE has been received.

Case Information

Case Number

* Request Type

Reserves

[View all dependencies](#)

Case Origin

--None--

* Problem Code

Mobilization

[View all dependencies](#)

Priority

High

* Status

Initiated

Needed By

* Section Category

MOB/DEMOB

* Routed PSD

TSC NORFOLK

Suppress CPPA Notifications

☐

Cancel

Save & New

Save





NMPSC/ECRC

Activity Loss Transaction Submissions

- When Sailors have completed the NMPS/ECRC Mobilization requirements and are ready to depart, the NMPS/ECRC must submit an activity loss transaction via eCRM
- Use the following naming convention:
 - ☐ LAST FIRST MOB TRANSFER
- Use the following data:
 - ☐ Request Type: Reserves
 - ☐ Problem Code: Mobilization
 - ☐ Section Category: MOB/DEMOB
 - ☐ PersPay eCRM Queue: PP RESERVE SERVICES
- Attach the following Key Supporting Documents:
 - Mobilization orders, including modifications, with check-out endorsement, *or*
 - Memorandum on command letterhead, listing all departing Sailors with full names and SSNs, along with their detachment date

SAMPLE NMPS/ECRC ACTIVITY LOSS eCRM (SALESFORCE) SUBMISSION

New Case: PersPay Case

Description

Internal Comments

Case Status Comment

* Subject SAILOR, MOB TRANSFER

* Description CDR [REDACTED] has reported for mobilization and requires an activity loss/transfer.

Case Information

Case Number

* Request Type Reserves
[View all dependencies](#)

Case Origin --None--

* Problem Code Mobilization
[View all dependencies](#)


Priority High

* Status Initiated

Needed By

* Section Category MOB/DEMOB

* Routed PSD TSC NORFOLK

Suppress CPPA Notifications 

☐

[Cancel](#) [Save & New](#) [Save](#)





Transaction Business Rules

- Do not submit partial/incomplete strength gain packages. Transactions will be closed/completed with the following remarks: Incomplete package, missing (detailed explanation)
- Submitted transactions are reviewed and accepted/rejected within 5 business days of submission
- Transactions will be updated at the following intervals:
 - Upon completion of personnel strength gain
 - Upon establishment of pay account
 - Closed once all entitlements are posted and all action complete.



Frequently Asked Questions

- **When will the Sailor receive their first paycheck?**
 - We strive to get SM's their paycheck when it is due.
 - If SM's are activated between the 1st and the 6th of the month, they are eligible to receive their first active duty paycheck on the 15th of the month.
 - If activated between the 7th and the 21st of the month, they are eligible to receive their active duty paycheck on the 1st of the following month.
 - If activated between the 22nd and the 31st of the month, they are eligible to receive their active duty paycheck on the 15th of the following month.
 - To be eligible to be paid, they must have been on active duty 10 days when the active duty payday occurs.



Frequently Asked Questions

- **What if the member did not check out with the NRC? Can RCOE complete a force strength gain?**
 - No, DSC must be reflecting correctly to process the strength gain.
- **As the CPPA, am I required to do a “Panel 1” gain, or any other form of NSIPS submission?**
 - Panel 1 gains do not pertain to the strength gain – this is for activity gain only.
- **The member did not update his RED/DA prior to checking out with the NRC, can RCOE update it?**
 - No, this responsibility rests with the NRC
- **There is no housing official assigned to the OCONUS location my Sailor resides at, can someone at the NRC endorse it?**
 - Yes
- **Can members request Advance Pay?**
 - Yes, members may request 1 month advance pay with a 3 month (6 pay days) payback. Advance pay is normally paid within 5 days after their active duty pay account has been established and their Direct Deposit information has been posted to their account.
- **How is Basic Allowance for Housing (BAH) determined?**
 - BAH is determined by the address in their activation orders. If this address is incorrect, the only point of contact that can assist to change it is the Mobilization Sailor Advocacy (MSA) at (866) 827-5672. To find out how much the BAH entitlement is, go to: <https://www.defensetravel.dod.mil/site/bah.cfm>.



Frequently Asked Questions

My Sailor was strength gained, but they are missing a pay/entitlement, or the pay is incorrect. For example, the BAH was started as "single" vice "dependent." What should I do?

- Submit an eCRM transaction to correct this discrepancy, use the following guidelines:
- Use the following naming convention:
 - ☐ LAST FIRST ACTIVATION PAY ISSUE
- Use the following data:
 - ☐ Request Type: MILPAY
 - ☐ Problem Code: BAH
 - ☐ Section Category: MILPAY
 - ☐ eCRM Queue: MILPAY of servicing TSC
- Ensure updated and official NAVPERS 1070/602 are provided in the transaction

HOW TO PROCESS RESERVE DEACTIVATIONS

DEMOBILIZATION

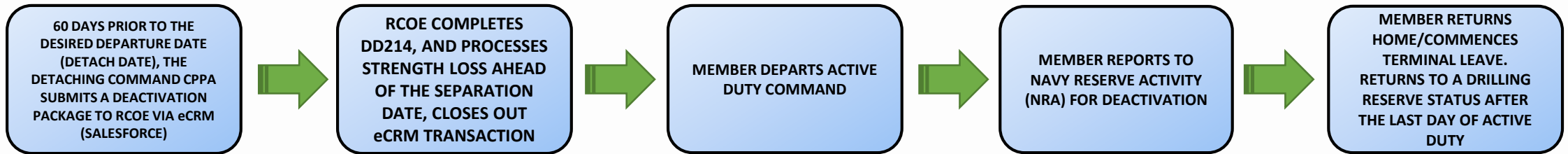
ADOS/ADSW

DEFINITE RECALL/CANREC

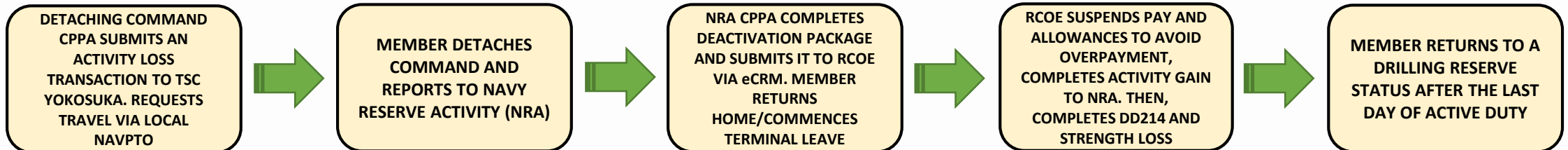


RECALL, ADOS/ADSW DEACTIVATIONS GUIDELINES

CONUS ADOS/ADSW, RECALL DEACTIVATIONS

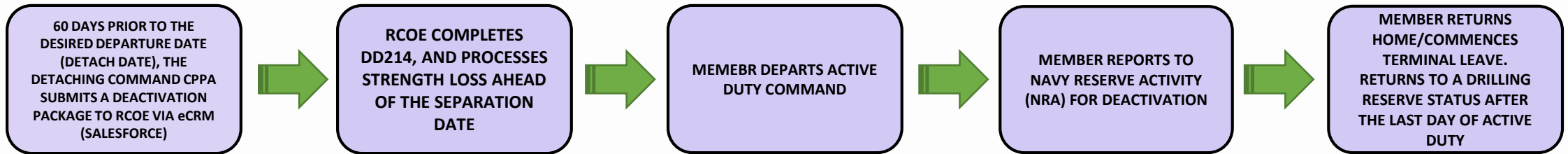


OCONUS ADOS/ADSW, RECALL DEACTIVATIONS

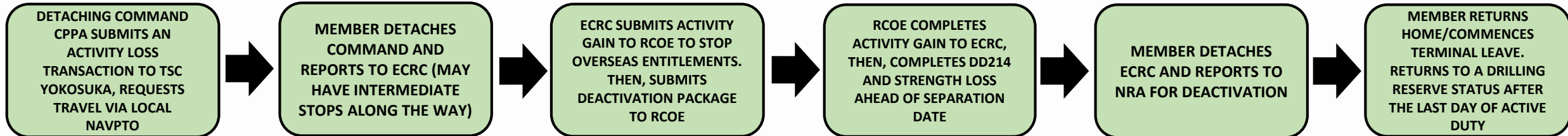


MOBILIZATION DEACTIVATIONS (DEMOBILIZATION) GUIDELINES

DISTRIBUTED DEMOBILIZATIONS (NOT VIA ECRC)



ECRC DEMOBILIZATIONS



BACK-TO-BACK ORDERS

MOBILIZATION

ADOS/ADSW

AT/ADT

DEFINITE RECALL/CANREC

INDEFINITE RECALL





BACK-TO-BACK ACDU ORDERS: AT/ADT to AC / AC to AT/ADT INDEFINITE RECALLS

- Members executing AT/ADT orders, who will then execute Mobilization, ADOS/ADSW, or RECALL orders will require a strength gain (see slide 23, Mobilization Activations Guidelines)
- Members executing Mobilization, ADOS/ADSW, or RECALL orders who will then execute AT/ADT orders will require a strength loss
- Members executing Mobilization, ADOS/ADSW, or RECALL orders, who will then execute Indefinite Recall orders (RC2AC) need to coordinate with their active-duty detailer to prevent a gap between active-duty orders, in order to prevent pay delays. The current active-duty command will not initiate a separation but will instead work with TSC Naples to complete the active-duty contract, or PERS 8 for active-duty oath of office. Then, for those enlisting/reenlisting FTS, no DD 214 required, but respective TSC will need to validate active duty entitlements and update accordingly. For those enlisting/reenlisting USN, a close out USNR DD 214 will be required, and will need to be coordinated through RCOE Norfolk.



BACK-TO-BACK ACDU ORDERS: MOBILIZATION/ADOS/RECALL

Members executing Mobilization, ADOS, or RECALL orders, who will then execute a different type of orders (for example: Mobilization to ADOS, RECALL to Mobilization, ADOS to RECALL) will require the below steps. The same applies to Sailor who execute the same type of orders (i.e., ADOS to ADOS, Mobilization to Mobilization), but will require a UIC change:

- ☐ Current CPPA must ensure there is no gap between the orders, as this is what is referred to as "back-to-back." If there is a gap, it is strongly advised that the command work with the order issuing authority to request an order modification. Gaps between ACDU orders require a strength loss and subsequent strength gain and will create significant pay delays for the member, especially if the gap is for 30 days or less
- ☐ If the Sailor requires an EAOS extension in order to execute the new orders, the current CPPA must submit a transaction to TSC Naples. Please note that the EAOS cannot be extended past the member's EREN. If the EREN will expire before the desired EAOS, an EREN extension or reserve reenlistment may be required, please reach out to RSC Naples if you require additional guidance
- ☐ An activity loss transaction will be submitted by the current CPPA to TSC Pensacola, San Diego, or Yokosuka, including both sets of orders and clearly explaining in the transaction remarks that the member is on back-to-back orders and requires an activity loss only
- ☐ If required, current CPPA must also procure transportation for the member via NAVPTO, and aid the member in completion of special duty screenings in the same manner as any Sailor transferring from one command to another
- ☐ Once the Sailor reports to their new command, the new CPPA must submit an activity gain to TSC Pensacola, San Diego, or Yokosuka



ORDERS EXTENSIONS

Members executing Mobilization, ADOS, or RECALL orders, who receive orders extensions (same type orders, same UIC), will require the following steps:

- ☐ Current CPPA must ensure there is no gap between the orders, as this is what is referred to as "back-to-back." If there is a gap, it is strongly advised that the command work with the order issuing authority to request an order modification. Gaps between ACDU orders require a strength loss and subsequent strength gain and will create significant pay delays for the member, especially if the gap is for 30 days or less
- ☐ If the Sailor requires an EAOS extension in order to execute the new orders, the current CPPA must submit a transaction to TSC Naples. Please note that the EAOS cannot be extended past the member's EREN. If the EREN will expire before the desired EAOS, an EREN extension or reserve reenlistment may be required, please reach out to RSC Naples if you require additional guidance
- ☐ The Sailor's PRD must be extended. Unfortunately, since there will be no activity gain completed, the PRD must be updated by the NSIPS Help Desk via submission of a trouble ticket

POST ACDU SEPARATION: DD214 CONCERNS, PAY ISSUES, AND LEAVE CORRECTIONS





RESERVE SEPARATION PAY AND LEAVE

- If a SELRES member has been separated from active duty, it has been 21 days past their date of separation, and the member has not received final pay, to include leave sell-back, please initiate a transaction requesting payment.
- If a SELRES member was eligible for a special pay or allowance and was not paid this special pay or allowance during the duration of their active-duty orders, please submit a transaction requesting payment. Include the DD Form 214, and the supporting documents for the special pay.
- If a SELRES member was paid pay and allowances past their separation date (due to late submission of the separation package, etc.), they will incur a debt. The CPPA and member should review all pertinent Leave and Earning Statements (LESSs), the DD Form 214, and use the military pay charts available on the DFAS website to answer questions regarding this debt. If the member/CPPA believes the **debt is in ERROR**, please initiate transaction requesting information about the debt, including the DFAS Indebtedness Letter, DFAS Paid Debt Notification and DD Form 214
- If a SELRES member elected to carry-over their leave and was instead pay for their leave days in error, please submit a transaction requesting correction. Include the Leave Carry-Over NAVPERS 1070/613 and DD Form 214.



DD FORM 214 CORRECTIONS

- In accordance with RCOE business rules, service members are allowed:
 - ☐ 3 days to review their DD214 draft in NSIPS in order to provide feedback on discrepancies, also to upload supporting documentation for additional entries such as missing awards, etc.
 - ☐ 7 calendar days to endorse the smooth DD214 in BUPERS Online (BOL). At this time, corrections due to RCOE clerk errors (such as misspellings) are allowed by "disapproving" the DD214
 - ☐ If the member fails to review the DD214 in NSIPS or BOL within above timelines, it will be completed without the member's signature
- Due to the above business rules, DD214 corrections to add missing awards, training, NECs/NOBCs, or to allow for member signature will not be entertained if the member failed to review the DD214 during the NSIPS or BOL process
- DD214s are issued with the data available at that time. Therefore, DD214s will not be corrected due to the member being issued an award or NEC/NOBC after the DD214 issuance date, even if the award merit period or NEC/NOBC effective date overlaps the DD214 timeframe. Members can instead request their electronic service record to be updated by their supporting NRA
- For all other corrections, please submit a transaction, with the following:
 - ☐ Copy of DD214 requiring correction
 - ☐ Detailed description in the remarks denoting the blocks that need correction, and correction reason
 - ☐ If the start (block 12a) or end date (12b) of the DD214 requires correction, provide endorsed orders with correct check-in stamp or order modification (for separation date corrections)
 - ☐ If needed, upload a word document where the member can clearly explain what they are requesting



ISSUANCE OF DD214 FOR PRIOR ACDU PERIODS REQUESTING COPIES OF DD214

- DD214s are issued for periods of consecutive active duty (ADT/ADOS/Mob/Recall) greater than 90 days, or in support of a contingency operation. If a SELRES member was eligible for issuance of a DD Form 214 for prior qualifying Navy active-duty periods, and they were not issued one, submit a transaction as follows:
 - ☐ For execution of ADT orders, follow procedures in slides XX-XX
 - ☐ For Mobilization, RECALL, or ADOS/ADSW orders, follow procedures in slides XX-XX
- When a DD Form 214 is issued, copies are distributed as outlined in BUPERSINST 1900.8E. If a member desires a copy, they can retrieve it as follows:
 - ☐ Copies 1 and 4 are available for retrieval via BOL for 30 days after issuance, under "Navy Personnel Command Documents"
 - ☐ Copy 2 is uploaded to the member's OMPF, which is also found in BOL
 - ☐ Navy Reserve Activities (NRA) can view OMPF records for SELRES members under their UIC, and can retrieve a copy from the OMPF if the member is unable to access BOL on their own
 - ☐ For members who have separated or retired from the Navy Reserve following their ACDU separation, they may request a copy from PERS 313, information can be found here: [Ordering & Reviewing OMPF \(navy.mil\)](#)



RESERVE SEPARATION PAY/LEAVE ISSUE TRANSACTION SUBMISSION

- Submit via eCRM
- For issues dealing with separation pay and entitlements, use the following naming convention:
 - ☐ LAST FIRST DODID SELRES SEP PAY
- For issues dealing with leave adjudication, use the following naming convention:
 - ☐ LAST FIRST DODID SELRES SEP LEAVE
- Use the following data:
 - ☐ Request Type: Reserves
 - ☐ Problem Code: Reserve Leave (even for pay issues)
 - ☐ Section Category: RES SEP
 - ☐ eCRM Queue: PP RESERVE SERVICES

SAMPLE SEPARATION PAY ISSUE (SALESFORCE) SUBMISSION

New Case: PersPay Case

Description

Internal Comments

Case Status Comment

* Subject **SAILOR, SELRES SEP PAY**

* Description Chief [redacted] separated from ACDU on 15 July 2022. Member has received final pay, but is missing FSA for entire timeframe of orders, and leave lump sum payment. Please see attached DD214 showing leave sell back, and FSA supporting documents

Case Information

Case Number

* Request Type Reserves
[View all dependencies](#)

Case Origin --None--

* Problem Code Reserve Leave
[View all dependencies](#)

Priority Medium

* Status Initiated

Needed By

* Section Category RES SEP

* Routed PSD TSC NORFOLK

Suppress CPPA Notifications

☐





DD214 CORRECTION/ ISSUANCE OF DD214 FOR PAST ACDU PERIOD TRANSACTION SUBMISSION

- Submit via eCRM
- For issues dealing with separation pay and entitlements, use the following naming convention:
 - ☐ LAST FIRST DD214 CORRECTION, or
 - ☐ LAST FIRST OLD DD214 ISSUANCE
- Use the following data:
 - ☐ Request Type: Reserves
 - ☐ Problem Code: Reserve Leave (even for pay issues)
 - ☐ Section Category: RES SEP
 - ☐ eCRM Queue: PP RESERVE SERVICES

SAMPLE DD214 CORRECTION eCRM (SALESFORCE) SUBMISSION

New Case: PersPay Case

Description

Internal Comments

Case Status Comment

* Subject

SAILOR, DD214 CORRECTION

* Description

LCDR [REDACTED] requires a correction in block 12a of her DD214. The member reported to the NRC on 4/8/2022 vice 4/11/2022. Attached are the DD214 and mobilization orders with the NRA check-in stamp reflecting 4/8/2022.

Case Information

Case Number

* Request Type

Reserves

[View all dependencies](#)

Case Origin

--None--

* Problem Code

Reserve Leave

[View all dependencies](#)

Priority

Medium

* Status

Initiated

Needed By

* Section Category

RES SEP

* Routed PSD

TSC NORFOLK

Suppress CPPA Notifications

☐

Cancel

Save & New

Save



Frequently Asked Questions

Question: When processing DD214s, where do the awards come from?

Answer: the electronic DD214 program pulls the verified awards from the ESR in NSIPS, which is why it is imperative to ensure awards are entered into the ESR when earned. Awards can be manually entered but earned awards should always be documented in the ESR.

HOW TO PROCESS NAT SEPARATIONS



NAT GUIDELINES





NAT SEPARATION PACKAGE

- Required Key Supporting Documents ISO NAT Sailors for issuance of DD 214 and Strength Loss:
 - NPPSC 1900/1 (Rev. 08-2019) Separation Questionnaire
 - DD Form 1351-2
 - Endorsed Orders
 - Approved Leave Chit, if applicable



PersPay eCRM Routing Instructions

All associated NAT Separation packages shall be submitted to TSC Norfolk -RCOE via PersPay eCRM by the member's NRA.

For accurate submission via PersPay eCRM, at a minimum, select the proper case information when creating a case:

PersPay eCRM Case Details	
Queue Name	PP Reserve Services
Section Category	MOB/DEMOB
Request Type	Reserves
Problem Code	Demobilization
Subject Line	Last, First Name Type of Action



Common Causes of Delay/CPPA Action

- Salesforce transaction not submitted by NRA in a timely manner
- Missing or incomplete 1900/1 Separation Questionnaire
- Leave Chit is missing final approval
- Delayed response from CPPA Action



RCOE POCs

- Regional Service Center (RSC) Norfolk: rsc_norfolk@us.navy.mil
- My Navy Career Center: 1-833-330-6622, or email at askmncc@navy.mil
- Submit MNCC inquiries to the following box: TSC Norfolk/Reserve Pay